CURRICULUM VITAE

KARSTEN SMITS

OVER MIJ

My name is Karsten Smits, I am 26 and live in Eindhoven, The Netherlands. In 2015 I graduated as a sound-designer on the Dutch Pop Academy in Utrecht, I started in 2016 at what was at that moment TNT. In March 2021 I started as a Service Assurance Specialist for FedEx (which took over TNT). In addition to my job, I follow a part-time HBO ICT study in the evenings to develop myself into a UI/UX designer.

I have been a huge music lover from a young age. Besides playing the piano I produce electronic music. I am eager to learn and always looking for a different way to make something better, more accessible or faster.

My education and job both require a high level of independence, I have been working from home since I started my current position and have had to learn everything by myself. My education mainly focuses on design and development, while my job leans more towards data analyst. I'm interested in both topics, but prefer to work in a position where I can express my creativity.



WORK EXPERIENCE

2021 heden

FedEx

Service Assurance Specialist, Benelux

Our Quality and Service Assurance department focuses on supporting our locations in the Benelux in achieving and maintaining Service Key Performance Indicators and Process Compliancy. I am mainly involved in analyzing data, visualizing the analyzed data, optimizing the process and making and giving presentations to different management layers within the organization. In addition to analytical and advisory tasks, I spend the rest of my time designing, building and maintaining dashboards.

2016 -2021

TNT - FedEx

Senior Backline Support Agent, Eindhoven

- Point of contact for problems regarding delivery/collection
- Thinking about and implementing improvements to various processes
- Communication with TNT agents at home and abroad
- · Processing and execution of quality reports
- Point of contact for communication to management
- Point of contact for IT-related issues in the office
- · Creating and maintaining databases to improve workflow
- Creating work descriptions / jobaids
- · Training new employees

<u>Pre-Alert</u>

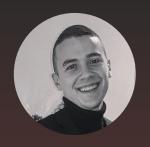
- · Convert digitally supplied data into usable physicall data
- Process data requests from domestic and foreign depots

Office Employee

Processing invoices and digitizing physical paperwork

Warehouse Employee

- Processing of physical goods
- Processing customs clearance
- · Troubleshooting during sorting



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PERSONAL CHARACTERISTICS

Social	Helpful	Empathy
Artistic	Solution-oriented	Optimistic
Creative	Musical	Adventurous
Initiative	Structure	Dynamic

DESIGN/DEVELOPMENT

Figma	illustrator	HIML
Auto-layout	Photoshop	css
Variants	Adobe-XD	Javascrip

Components

CREATIVE SKILLS

Audio Editing FL Studio

Audio Mixing Logic Pro

Audio Mastering

2016

Albert Heijn

Delivery, Helmond

• Delivery for Albert Heijn in the North Brabant - Limburg region

2015 -2016

Bylei (evenementenbureau)

Allround Employee, Eindhoven

- Set-up and breakdown of events
- Transport to and from the event
- Preparatory work in storage
- · Creating new ideas and thinking along in solutions

2015

Budgethotel De Zwaan

Allround Employee, Eindhoven

· Carrying out various activities in and around the hotel

2014 -2017

Café Tracé

DJ, Eindhoven

• Been active as a DJ on weekends and every Thursday

2014 -2017

Restaurant De Griek

Dishes / Waiter

· Started with doing the dishes and developed into waiter

2014 -2015

Albert Heijn XL

Vulploegmedewerker, Eindhoven

 Worked on evening shifts during my study and after obtaining HAVO diploma, went to work full time in the morning shifts



OPLEIDINGEN

2020 - heden

Fontys HBO-ICT

Interaction-/media-design, Eindhoven

From the second year on I'm following an open learning oriented study, with the following architectural layers:

- User interaction

- Infrastructure

- Software

- Hardware interfacing

- Organizational processes

I'm currently focussing on User interaction, with parts of Organizational processes and Software Engineering, and have the possibility to expand to other architectural layers of the training.

2012 -

Dutch Pop Academy

2015

Artist Niveau 4, Sounddesign / keys, Utrecht

2007 - •

Eckart College

2012

Havo, Economics & Society profile, Eindhoven

DATA

PowerQuery

Excel

PowerBI

Spotfire

PowerPivot

INTEREST

Music New software

Productivity Gadgets
Workflow Animals

EXTRA INFO

Driver license: AM, B, T

Marital status: Unmarried

Language: Du

Dutch English German

